

AMENDMENTS TO THE CLAIMS

Claims 1-23 (Cancelled)

24. (Currently Amended) A computer hardware system for estimating a service level agreement (SLA) breach value for a resource, comprising:

a performance history database including historical performance data for the resource;
and

at least one computer hardware device coupled to the performance history database,
wherein the at least one computer hardware device is configured to:

retrieve the historical performance data for the resource, and
generate the estimated SLA breach value by processing the historical performance data for the resource ~~and based upon a compliance percentage.~~

25. (Previously Presented) The computer hardware system of claim 24, wherein the at least one computer hardware device is configured to build a SLA.

26. (Previously Presented) The computer hardware system of claim 24, wherein the at least one computer hardware device is configured to generate a chart, the chart includes the historical performance data for the resource and a current SLA breach value setting.

27. (Previously Presented) The computer hardware system of claim 26, wherein

the at the at least one computer hardware device is configured to receive a proposed SLA breach value setting and regenerate the chart to included the proposed SLA breach value setting.

Claim 28 (Cancelled)

29. (Currently Amended) A method for estimating a service level agreement (SLA) breach value for a resource, comprising:

retrieving historical performance data for the resource from a performance history database;

~~receiving a compliance percentage;~~

generating, with a computer hardware system, the estimated SLA breach value by processing the historical performance data for the resource ~~and based upon the compliance percentage;~~ and

displaying, using the computer hardware system, the estimated SLA breach value.

30. (Previously Presented) The method of claim 29, wherein
the historical performance data is based upon an aggregation of customers accessing the resource.

31. (Previously Presented) The method of claim 29, wherein
the historical performance data is based upon a single specific customer accessing the resource.

32. (Previously Presented) The method of claim 29, wherein
the generating comprises

identifying an SLA breach value trend based upon the historical performance
data; and

predicting a future SLA breach value based upon the trend.

Claim 33 (Cancelled)

34. (Previously Presented) A machine readable storage ~~medium~~ having stored therein
computer program code for estimating a service level agreement (SLA) breach value for a
resource, the computer program code, which when executed by a computer hardware system,
causes the computer hardware system to perform:

retrieving historical performance data for the resource from a performance history
database;

generating, with a computer hardware system, the estimated SLA breach value by
processing the historical performance data for the resource ~~and based upon a compliance~~
~~percentage~~; and

displaying, using the computer hardware system, the estimated SLA breach value.

35. (Previously Presented) The machine readable storage of claim 34, wherein
the historical performance data is based upon an aggregation of customers accessing the
resource.

36. (Previously Presented) The machine readable storage of claim 34, wherein the historical performance data is based upon a single specific customer accessing the resource.

37. (Previously Presented) The machine readable storage of claim 34, wherein the generating comprises

- identifying an SLA breach value trend based upon the historical performance data; and
- predicting a future SLA breach value based upon the trend.

Claim 38 (Cancelled)

39. (New) The computer hardware system of claim 24, wherein the at least one computer hardware device is configured to generate, using a compliance percentage, the estimated SLA breach value.

40. (New) The computer hardware system of claim 24, wherein the estimated SLA breach value is a predicted value by which a predetermined compliance percentage can be achieved by employing the estimated SLA breach value with a service level agreement associated with the resource.

41. (New) The method of claim 29, wherein the generating comprises

receiving a compliance percentage; and
computing said estimated SLA breach value based upon the compliance percentage.

42. (New) The method of claim 29, wherein
the estimated SLA breach value is a predicted value by which a predetermined compliance percentage can be achieved by employing the estimated SLA breach value with a service level agreement associated with the resource.

43. (New) The machine readable storage of claim 34, wherein
the generating comprises
receiving a compliance percentage; and
computing said estimated SLA breach value based upon the compliance percentage.

44. (New) The machine readable storage of claim 34, wherein
the estimated SLA breach value is a predicted value by which a predetermined compliance percentage can be achieved by employing the estimated SLA breach value with a service level agreement associated with the resource.